

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
FRIDAY, SEPTEMBER 23, 2005

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| PRESENT: | Douglas Aiken, Chairman James Linehan, Vice Chair William Wood, Secretary Kathryn Bailey Mark Violette Paul Szoc Jill Healy Wurm Richard Bernard Donald Hill Frederick Booth | NH Association of Fire Chiefs NH Sheriff's Association NH Bureau of EMS NH Public Utilities Commission MCT Telecom NH Federation of Mutual Aids Verizon Public Member Commissioner, Dept. of Admin. Svs. NH Department of Safety |
| ABSENT: | David Lang David Caron James Valiquet George Valliere | NH Firefighters NH Municipal Association NH Association of Police Chiefs NH Police Officer |
| OBSERVERS: | Bruce G. Cheney, ENP Peter A. DeNutte, ENP Wes Colby Jayne Rayno Carol Chittendon Leland Willette John Eon Michael Geary Heather Letson Kelly Grant Karen Whittaker Jack O'Connor Robert Brown Wanda Hemeon Janice Locke | Director, NHBEC Assistant Director, NHBEC Director of Administration, DOS TDS Telecom TDS Telecom TDS Telecom Verizon Training Manager/HR Rep., NHBEC EMD Case Reviewer, NHBEC Acting Operations Supervisor, NHBEC TC, NHBEC Public Education Officer, NHBEC IT Manager, NHBEC Public Information Rep., NHBEC Administrative Secretary, NHBEC |

The E9-1-1 Commission meeting held at the New Hampshire Department of Safety, Dwinell Building, 50 Communications Drive, Laconia, New Hampshire was called to order at 11:11 AM by Chairman Douglas Aiken.

1. Approval of the Minutes of the June 24, 2005 NH Enhanced 9-1-1 Commission Meeting.

Commissioner Violette motioned for approval of the June 24, 2005 meeting minutes. Commissioner Bernard seconded the motion. Unanimously approved.

NEW BUSINESS

Contract Negotiations

a. Assistant Director DeNutte reported that the contract with Valor Systems, the contractor that provides Computer Aided Dispatch (CAD) within the Public Safety Answering Point (PSAP) and to the remote locations, has reached five years. In the agreement with them, the Bureau of Emergency Communications (Bureau) can continue maintenance for the next five years at a rate of \$52,000 a year. The Bureau has been paying \$50,000 a year. The maintenance includes upgrades for all of the remote sites. There are 108 sites, the PSAP, and wherever the Bureau uses Valor CAD. The staff recommends extending that maintenance because it works well for the staff and works well with the system. Valor's next version is going to have some further integration with other CAD systems, some interoperability, and a more advanced protocol.

11:15 AM Commissioner Szoc arrived.

Commissioner Wurm asked if the Bureau had looked at other companies. Assistant Director DeNutte stated that it had. He stated that the City of Manchester just completed a Request for Proposal (RFP) for CAD and the Bureau has been involved with reviewing their bids with them and also interviewed the vendors. The Bureau looked at what they're soon going to get and feels what they already have is equal to or better than that. Assistant Director DeNutte stated that Valor has provided good support. The system runs almost trouble free. **Vice Chairman Linehan motioned to extend the contract for five years. Commissioner Bailey seconded the motion. Unanimously approved.**

b. Assistant Director DeNutte reported that the maintenance contract for Medical Priorities Emergency Medical Dispatch (EMD) ProQA is up for renewal. He explained that it is the EMD protocol that the PSAP uses. It processes all of the medical calls. It prompts everyone to ask the questions. It codes the calls and forwards that information on to the dispatch centers. The cost is about \$38,000 a year. The software is very reliable. The service contract ensures that the Bureau

remains on their latest version and updates. The PSAP needs to go to Version 11.2 and if it doesn't, it will lose its certification in EMD. To be nationally certified, and New Hampshire is one of the only states in the country to be certified statewide, is to go with their next version. Without getting maintenance, the Bureau is not eligible for ProQA's next version. The current software runs fine, but to continue to stay in compliance, the PSAP must continue maintenance with them. Assistant Director DeNutte and IT Manager Bob Brown have looked at other systems. They looked at Power Phone extensively. It would be expensive to change over to it and Assistant Director DeNutte doesn't believe the protocol that they use is as effective. Training Manager Geary stated that he felt it was very important to change from Version 11.1 to Version 11.2 with ProQA. The updates in the medical protocol are current and in-step with what's going on in the field today. The liability protection under 11.1 would be less. It is the recommendation of the staff to renew the contract with ProQA. **Vice Chairman Linehan motioned that the Commission endorse the expenditure of \$38,000 for the renewal of the contract with ProQA. Commissioner Szoc seconded the motion. Unanimously approved.**

c. Assistant Director DeNutte reported on the latest developments regarding the reimbursement of cellular companies for Phase I and Phase II compliance. He stated that the Bureau has hired a consultant to review the Federal Communications Commission (FCC) rules. The consultant has drafted a letter that the Bureau is asking Commission Chairman Aiken to send to the companies that have requested reimbursement. The Bureau wants to make sure that the reimbursement gets done and has promised the legislature that it will. This letter requests the companies ensure that all of the items they are requesting reimbursement meet FCC requirements. Chairman Aiken requested that the letter state a deadline for the Bureau to receive the information. **Secretary Wood motioned to send the letter to the cellular companies under the signature of the Commission. Vice Chairman Linehan seconded the motion. All in favor with the exception of one abstention.**

11:32 AM Commissioner Hill arrived at the meeting.

OLD BUSINESS

2. Director's Report

2.A. Report of the Fiscal Year 2005 (FY05) Surcharge Receipts

2.A.1. Discuss year to date expenditures and surcharge revenue

a. Administration Director Colby reported that the FY05 and FY06 appropriation statements have been included in the packets. Because it is very early in the fiscal year, it is hard to draw any particular conclusions except that because there are approximately 6-8 openings at any given time, the budget for Class 10 may

be more than the Bureau will use. The \$3.7 million budget was a calculated number to fund the people who were on board when the budget process started for this year. It is expected that Class 23, "Electricity and Water", will be short this year. For the Department of Safety (DOS) as a whole, every 10 cent increase in gasoline costs the Department of Safety \$75,000. The Bureau will need to make a transfer into this class before the end of the year. Class 60, "Benefits", is another area that will have a structural deficit each year. This is because the state budget for benefits is based on a percentage of salaries. This budget has been running about a \$250,000 deficit each year. A transfer must be made from the unappropriated balance. Class 94 is a factor of when 911 takes over the database management from Verizon and when the contract is finalized. Because it ran for the whole year last year, a transfer of \$697,000 was made to this line in order to pay the bill through the year. If the finalization of that contract is early enough this year, this appropriation will be more than enough. The amount budgeted is enough to cover seven months.

2.A.2. Discuss FY05 Fiscal Close

a. Administration Director Colby stated that at the end of FY05, the Bureau brought forward \$1.253 million as the unappropriated balance in the revolving fund. On a cash basis, the expenditures were \$7.4 million and the surcharge revenue was only \$7.3 million. There was a \$73,000 reduction in the fund balance for FY05.

2.A.3. Discuss Adequacy of Current Surcharge

a. Administration Director Colby reported that he, Director Cheney, and Assistant Director DeNutte have discussed the surcharge. In fact, the most recent audit that was done three years ago stated that the auditors want the Commission to be looking at and addressing the adequacy of the surcharge on a regular basis. It will be added to the agenda at every quarterly Commission meeting and will be reflected in the minutes that it was discussed. Currently it is difficult because this is an unusual year in that the new EOC is under construction and there are plans to buy equipment out of the surplus to be installed in the new EOC. Whether this gets paid for out of this year or next depends on the construction schedule and when the Bureau gets building occupancy. The staff feels it will be ready to come in at the Commission's December meeting with a recommendation on the base surcharge. It is clear from what has happened over the last two years and the fact that a deficit is expected this year, that the base surcharge needs to be addressed before the end of this year. This fund balance cannot be allowed to get too low. There will be needs such as transferring funds to Benefits during the fiscal year. That has to come out of the unobligated fund balance. With a trend of at least two years of transferring funds out of the balance, it is obvious that the 42 cent base surcharge is not carrying the current operations and at some point that will need to be addressed.

b. Administration Director Colby stated that reimbursement for wireless carriers was also discussed. The reimbursement issue subcommittee recommends that reimbursement be considered as a separate “add-on” charge. That would make sense whether it is done as a flat rate for all wireless carriers or each carrier’s surcharge is set separately. Whatever that amount is, it is on top of the overall base. The base surcharge funds the day to day operations. Whatever amount is reimbursed to the wireless carriers for their cost of compliance will be added to the base rate. Director Cheney will make a recommendation at the next meeting regarding the base 42 cent surcharge.

c. Administration Director Colby stated that included in the packet is a copy of the database that comes from 911 which shows month to month for FY05 and the beginning of FY06 what was collected from each of the operators. The first page lists the wired carriers. The second page lists the wireless carriers. This report shows if a carrier has paid their obligation for that month, but it does not show when it was paid. It appears that the decline in the wired side has slowed down a bit. Last year it showed a significant decline each month as people dropped wired service for wireless service. Wireless service continues to increase. There is slight net increase each month in the base surcharge being collected. It would appear that it is not enough to offset growth in the budget. Director Cheney pointed out that the Department of Revenue Administration will be conducting an audit of all telephone carriers to make sure that they are all paying what is due

d. Administration Director Colby reported that at the time the financial audit was performed, the staff employee that was entering material in the database in 911 and preparing the deposits was also balancing the deposits and the database at the end of each month. The auditors recommended a separation of duties. That has been done. There was never any accusation of any wrongdoing but there needed to be a separation of duties.

e. Director Cheney reported that the Bureau is going through a performance audit. The previous audit was a financial audit. The financial audit was performed while the Bureau was still under the Division of Administrative Services. A copy of the findings of the audit will be provided to the Commission along with the response to the findings. Administration Director Colby stated that one of the issues that the Bureau has not been complying with is a requirement that a receivable must be booked at the end of the year. The accrual basis must be used. The Bureau has been taking the cash that came in through June 30th and recording it under surcharge revenue. Next June 30th a receivable will be recorded. This year will show 13 months worth of surcharge revenue. The following years will show 12 months. Director Cheney stated that the most significant financial audit issue was that the Commission was not routinely reviewing the adequacy of the surcharge. It needs to be on the agenda and there needs to be some detail in the minutes about what was discussed. He did not know when the performance audit would be complete, but

would not expect it to be before the end of next year. Commissioner Wurm asked if there was a schedule for the interim report. Assistant Director DeNutte stated that the auditors may have some findings by December. They are still compiling data. No serious problems are anticipated. Commissioner Wurm asked what the Commission's responsibility was in terms of reviewing the interim findings and responding to them. Chairman Aiken requested that this item be added to the agenda for the December meeting.

2.B. Report on Mapping Status

2.B.1. Update on Mapping Progress

- a. IT Manager Brown reported that since June 20, 2005, the Mapping Unit has delivered digital data to one town and six towns are in the process of back office work. Nine map sets have been delivered and accepted. Three towns' map sets are in the mapping office for edits after the towns had reviewed them. Eight map sets are in the town's hands waiting for their review.
- b. Since June 25, 2005 the Mapping Unit has collected 424 maintenance points which averages out to about 140 per month. As the unit gets more involved in the maintenance program, that number is going to keep going up. IT Manager Brown is working with Stacey Zalenski, Mapping Supervisor, to adjust for that. Some staff will be moved to dedicate their time to that work.
- c. IT Manager Brown reported that the Mapping Unit has been working on shifting away from renumbering towns to going into towns and capturing what the existing addressing is. Three towns have been completed and all three have gone well.

12:02 PM – Commissioner Booth arrived at the meeting.

IT Manager Brown stated that the Mapping Unit needs to get the towns to sign off on the existing data and then will provide them a list of everything that has been identified as things they should change. It is made very clear to them that it is a liability on their part if they do not correct the problems and is so documented by the Bureau.

2.C. Report on Phase I and II

- a. Assistant Director DeNutte reported that as it relates to Phase I and Phase II, everyone is compliant with the exception of RCC out of Vermont. They are still experiencing difficulty with their database conversion and with calls being located. The PSAP does have the latitude/longitude software. Some phones have been

received from US Cellular and Verizon and certification testing will be done on them to verify Phase I and II compliance.

2.D Report on PSAP Operations

a. Acting Operations Supervisor Grant reported on the following:

- Since January, police, fire and cellular call reviews of 4,170 calls have been done. The compliance average is 98.87%.
- She mentioned during the last meeting that a new working group was going to be started and it has. The group consists of seven Telecommunicators (TC's) and two Supervisors. That group has met three times so far. They have developed a mission statement and have set a list of goals that they want to accomplish. Supervisor Letson has done an outstanding job of getting that group together and getting them motivated.
- Acting Operations Supervisor Grant attended a hospital diversion meeting on September 15th with Assistant Director DeNutte to discuss the hospital diversion program and how that is progressing. It's not much of an issue other than one hospital that, in her opinion, seems to be abusing the diversionary process. That hospital, since January, has diverted 59 times for a total of 260 hours. Every three hours, the PSAP has to make a list of phone calls to the other hospitals and the dispatch agencies within that location and advise them that the hospital is extending their diversion. That does take a lot of time away from supervision. The majority of the time there are two supervisors on the floor. One supervisor handles administrative lines – incoming calls from dispatch agencies, hospitals, and that type of thing - and one rotates the floor. The PSAP is down two supervisor positions right now. It's difficult to manage the floor and handle the administrative lines at the same time. She has agreed to have one TC off the floor to answer the administrative lines. She is also having them track the type of calls that they are handling – how many Voice Over Internet calls the PSAP is receiving on the administrative line as well as On-Star and Vermont calls.
- Eight new hires started today. Of the last group of 8, only 2 were retained.
- Acting Operations Supervisor Grant sent out a series of questionnaires to all of the TC's as well as to all of the Supervisors. Questions included suggestions for changes and/or improvements for PSAP operations. A lot of the answers had to do with consistency in supervision. She is working on that and has completed a workbook on leadership for the supervisors. It will take another 2-3 weeks to put it on a Power Point presentation. It will probably take the supervisors a week to complete this class. It will help with consistency in the form of leadership.
- She has an open forum scheduled for the beginning of this month. An open forum was held a couple of months ago and she would like to be able to

schedule one quarterly. The attendees can say whatever they want and let her know how they feel about how things are progressing.

- Judges paging has been going well. Sullivan County has been added. This includes four Merrimack County towns that utilize the Sullivan County court system.
- One of the major things that she wanted to present today was to give the Commissioners an idea of the type of personnel that they have working for them in the PSAP. Acting Operations Supervisor Grant stated that she knows this Commission appreciates the work that the TC's do, but wanted them to know they also do more than take 911 calls. She brought with her TC Karen Whittaker. TC Whittaker has been with the PSAP a number of years and is an excellent Telecommunicator. The TC's not only come into work for 10 ½ hours taking calls and saving lives, but they also consider public service. Most recently, they took up a collection to purchase a set of Harry Potter books in Braille to donate to the State's lending library for school children. They collected enough money to purchase two sets. Acting Operations Supervisor Grant is coordinating with Public Information Representative Hemeon to arrange a presentation for the donation of the books.

Chairman Aiken commented that an extensive discussion was held at the last meeting about the TC's pay scale. He wanted Acting Operations Supervisor Grant to bring the message back to the TC's that the Commission has not forgotten that but that it is a long process. He stated that there was no progress to report today, but that it is certainly an item that the Commission is working on. The Commission appreciates the staff. Acting Operations Supervisor Grant stated that she had passed that on to the TC's and they appreciate all the effort that the Commission has done. Commissioner Bernard inquired as to whether she was receiving adequate support from the Bureau's administration. She advised she and the Assistant Director have a very good working relationship and she feels that he is very sensitive to the needs of the PSAP staff. Commissioner Bernard asked that the minutes show the appreciation of the Commission for the work that has been done by the TC's not only with the collection for the Harry Potter books, but for their day to day work as well. Chairman Aiken asked that a letter be sent on behalf of the Commission regarding its appreciation of the TC's.

Commissioner Bailey asked Acting Operations Supervisor Grant if any calls were received by the PSAP directly from VOIP. Acting Operations Supervisor Grant stated that all VOIP calls go to the administrative line. Chairman Aiken stated that calls also come into the centers and some go to the Police Departments. It is a disaster because hours can be spent trying to locate one caller. Acting Operations Supervisor Grant stated that VOIP calls never come in on the 911 lines; they only come in on the administrative lines. That is why she has had to assign a TC to answer the administrative lines. The PSAP gets test calls from Vonage and they are made aware that they are not on a 911 designated line. The PSAP doesn't know

where they are calling from. Commissioner Wurm stated that Verizon in New York is testing some ways to manage it so that the call looks like a regular 911 call. Assistant Director DeNutte stated that it will work the same way as wireless calls work. It will be presented like a wireless call. The call is then going to route to an alternate database and get the information. Commissioner Bailey commented that it's a temporary problem that is getting fixed.

2.E Report on EMD

2.E.1. Protocol Compliance Reports

- a. EMD Case Reviewer Letson reported that she included in the packet some EMD scores for the summer. Each category is at or above compliance. In particular, the Bureau is pleased with the customer service scores which are above 99%. TC's have worked very hard to achieve that and things are going well.
- b. The accreditation project that she mentioned at the last meeting has been submitted and is under review by the Academy at this time.
- c. EMD Case Reviewer Letson reported that the department has spent a lot of time this summer on individual feedback. They want to do this instead of the group sessions. She has a list of some common stumbling blocks that the TC's have been facing in their call-taking as well as some newer concepts to be integrated into the protocol. So far this has been successful. With the individual meetings, she feels confident that they understand everything before they leave. It's been a good learning experience and has been well received by the TC's.
- d. Along with the individual sessions, work continues with the training department to find out what group continuing education sessions would be helpful to them. She hopes to implement some of those in the fall to round out their education and make them feel comfortable with what they are doing as progress is made at the EMD level.

2.F. Status of Training

2.F.1. Status of Training

- a. Training Manager Geary reported on the status of in-house training activities. A training class began today with 9 new TC's. They will be in Laconia on Monday to start their 16-week training program. Several continuing education classes have been completed over the last few months to include the mandatory Association of Public Communications Officers (APCO) review for all TC's within the PSAP.

2.F.2. Human Resources

a. Training Manager Geary reported that the Bureau is continuing to post and hire positions as soon as possible. Filling them seems to be a challenge. He has been working diligently with Claude Ouellette, Administrator of Human Resources for the Department of Safety, in putting together an upgrade package for the telecommunications staff. He hopes to have the package in the Director of Personnel's office within a month.

2.F.3. Outside Agency Assistance

a. Training Manager Geary reported on the following assistance to outside agencies:

- The Bureau has assisted Portsmouth Police Department, Amherst Combined Dispatch, and Lakes Regional Mutual Aid with candidate testing.
- The Bureau has taught classes at Hooksett Police Department.
- Paramedic program students have done 6-hour shift rotations in the PSAP.
- A 3-day emergency communications course was taught to the Transportation Security Administration Homeland Security Office at Manchester Airport.

2.F.4. Status of Administrative Rules

a. Training Manager Geary reported 9-1-1 statute drafts have been done to reflect current 9-1-1 technology. The drafts will be submitted for the Joint Legislative Committee for Administrative Rules (JLCAR) process.

b. Proposals for 7007 Administrative Rules were distributed to the Commission. The goal is to have all of the funding rules accepted by JLCAR by this December. Commissioner Bailey asked why the surcharge amount was in the rule and strongly advised removing that from the rules. Training Manager Geary stated that he would make that change. Training Manager Geary stated that he and Marta Modigliani, Esquire attended a meeting with the Department of Revenue Administration (DRA) Director and his staff. DRA now has the ability to perform audits for the Bureau at no cost. There will be a follow-up meeting with DRA on October 11th.

2.G. Status of Public Education

a. Assistant Director DeNutte reported that Public Education Officer O'Connor has retired as a full-time employee with the state. He is working part-time during the transition period. Public Information Representative Hemeon and staff member Dave Bodge are assuming some Public Education Officer duties.

2.G.1. Update of recent appearances

- a. Assistant Director DeNutte reported the Bureau manned a 9-1-1 display at the Lancaster Fair.

2.G.2. Report on upcoming presentations

- a. Assistant Director DeNutte reported that Public Information Rep. Hemeon will be manning the 9-1-1 display at the October North Country EMS Conference in Bartlett.

2.H Status of Public Relations

- a. Public Information Rep. Hemeon reported working with Jim Van Dongen, Bureau of Emergency Management (BEM) on a newsletter draft. She will be assuming some of Mr. O'Connor's work which will include the Sandwich Fair and the EMS Conference during the month of October. Chairman Aiken asked about the newsletter dissemination. Public Information Rep. Hemeon stated that the newsletter will be mailed out quarterly.

3. Contractor's Report

3.A. Verizon

3.A.1. Report on Network and CPE

- a. John Eon, Verizon Representative, reported on the switch upgrades for Verizon switches in the state. Since the last meeting, Verizon updated the Littleton Office on June 22, 2005; the Exeter Office on June 29, 2005; and the Raymond Office on July 27, 2005. This does not have any impact on 911, but he wanted to make the Commission aware of where Verizon stands on their network. As far as network events for 911, he had nothing to report since the last meeting. He is up to date with Verizon's monthly reports to the Bureau.

Assistant Director DeNutte stated enroute to the Commission meeting he had been contacted by Verizon's Mr. Lynch that the Verizon contract should be available for review by midday next Monday. Commissioner Bailey stated that she had recently received an e-mail from Greg Chenevert of Verizon regarding the pricing of the circuits. Mr. Eon stated that the numbers should come very close to those in the past.

3.B. TDS

3.B.1. Report on CPE

a. TDS Telecom Representative Willette reported that since the last meeting TDS Telecom has completed the training for an additional TDS technician through the CML two-week training program for the equipment that is installed in Laconia which brings TDS to three technicians that have been trained. TDS Telecom continues to work with the Bureau staff on the remaining items necessary to complete installation of the equipment and the interconnection of other software into the Laconia PSAP equipment. TDS will schedule and complete a full-system test of the equipment with all of the software and other equipment tie-ins completed. Training needs to be scheduled along with determining in-service equipment dates. Assistant Director DeNutte asked if the Automatic Call Distributor (ACD) is functioning. Mr. Willette responded that TDS has been told by CML that the problem has been resolved and has been tested in their lab. It is yet to be installed on the equipment in Laconia. Assistant Director DeNutte asked if TDS was prepared to install that so that it's functional. Mr. Willette stated that they could have someone on site and CML will be able to work remotely with them to set it up.

NEW BUSINESS

4. Correspondence

a. Chairman Aiken noted that the Commission packets included correspondence highlighting exemplary actions by TC's. He requested the Bureau advise Acting Operations Supervisor Grant the Commission is pleased with her report and the actions of the PSAP staff.

5. New Business

5.A. Personnel

a. Training Manager Geary reported that the paperwork for the Database Administrator position is at the Division of Personnel and the Bureau is hoping to have approval by early next week.

5.B. Discuss Progress on Network Contract and Database Development

a. Assistant Director DeNutte reported that database development is hinging upon the network contract. The network contract should be received by the Bureau on Monday. The Bureau will then be able to move forward on the database development. Commissioner Wurm asked how the network contract holds up the database development. Assistant Director DeNutte stated that once the network

contract is signed, it is the Bureau's intent to go forward with the database. It will be housed here. The Bureau will run it in tandem with Verizon for a short time and then will take over responsibility for it. Commissioner Wurm asked how long it will run in tandem. Assistant Director DeNutte stated that it will run it in tandem as long as necessary.

5.C. Status of Emergency Operations Center (EOC) Project

a. Assistant Director DeNutte reported that the EOC project is progressing. Pile driving is taking place now for a retaining wall. Work will start on the garage facility next week. The completion date has been changed to August 19, 2006.

5.D. Status of Location Software

a. Assistant Director DeNutte reported that the location software is primarily for mapping. It is contingent on the use of the Laconia PSAP. IT Manager Brown stated that Microdata's location mapping system has been purchased and is installed in the Laconia PSAP. Supervisory staff has participated in Train-the-Trainer Sessions. The Supervisors will train the TCs.

5.E. Status of Web EOC

a. Assistant Director DeNutte reported that Web EOC is installed. BEM is currently working on a plan to establish the flow of information. Assistant Director DeNutte met yesterday with Office of Information Technology (OIT) and BEM and they advised within the next 30 days "view only" capability should be available for local agencies.

5.F. Statewide Video Project

a. Assistant Director DeNutte reported the Laconia PSAP Conference Room screen is part of the statewide video conferencing project. There will be 20 locations with live viewing of EOC operations.

5.G. Contract Negotiations

No additional information.

5H. Election of Commission Officers

a. The current slate of Commission officers expressed willingness to continue in the following positions:

Commission Chairman: Douglas Aiken

Commission Vice Chairman: James Linehan

Commission Secretary: William Wood

Commissioner Bernard motioned to re-elect the current slate of officers. Commissioner Bailey seconded the motion. Unanimously approved.

6. Adjournment

- a. The next meeting will be scheduled in the month of December 2005.
- b. Vice Chairman Linehan motioned to adjourn the meeting. Commissioner Bernard seconded the motion. Unanimously approved. The meeting adjourned at 2:05 PM.

William Wood, Secretary
Enhanced 9-1-1 Commission